

Home Standard – Living in Your Home

This home standard sets out some of the conditions that you agree to live by while you rent a home from us.

GENERAL

While you live in the home, you will:

- set up your utility suppliers to arrange for water, gas and electricity in your home
- tell your local authority Council Tax team that you've moved in
- let our engineers into your home to carry out the annual landlord's gas safety record and any other inspections we need to do
- let our staff into your home to complete repairs
- tell us when we need to repair anything that is our responsibility
- contact us when you consider making any improvements to your home and agree to any conditions we set
- arrange content insurance to protect your household items in the event of a flood or fire
- consider giving a family member or friend a spare key.

CLEANING AND DECORATIONS

While you live in the home, you will:

- look after your home by cleaning regularly throughout
- keep the inside of your home in good repair and the decoration in decent condition.

IN THE KITCHEN AND BATHROOM

While you live in the home, you will:

- look after your kitchen and bathroom along with all the items provided
- replace toilet seats if required
- get our permission before carrying out improvements.

OTHER ROOMS IN YOUR HOME

While you live in the home, you will:

- use all fixtures and fittings, such as doors and windows, appropriately and not damage them
- get our permission before installing hard wood/laminate flooring
- get our permission before carrying out improvements including any adaptations.

THE EXTERIOR AND GARDEN

While you live in your home, you will:

- keep the external areas of your home in a tidy and reasonable condition
- remove and dispose of any garden rubbish regularly
- ask for permission to put up sheds, garages or hard-standing areas such as patios or decking
- maintain your garden and any trees and hedges planted
- park considerately and not use the front garden as a parking space unless you have first got permission to install a cross-over from the local authority
- consider our Housing+ scheme for any help you might need in the garden.